

## Governor's Advisory Council on Aging Performance Measurement Dashboard

Following a year-long review conducted by the Ad Hoc Committee on Review & Revitalization and Public Relations, the Governor's Advisory Council on Aging approved six areas of focus for new measurable outcomes.

### Outcomes and Measures (last updated: 9/8/15)

Outcome	Current Result
1. Continue to build/strengthen relationships with state agencies, Area Agencies on Aging, and organizations across the state dealing with aging issues	
2. Fully engage all GACA Members	
3. Modify committee structure and processes	
4. Increase awareness of GACA throughout the state	
5. Conduct joint training and educational opportunities about aging issues in Arizona with other agencies and aging-related organizations around the state	
6. Organize an even-numbered year Summit of statewide aging officials and leaders, alternating with Senior Action Days during odd-numbered years	

Measure #1 green = completed; red = action; blue = ongoing efforts	Responsible Party	Target Date	Actual Date
<b>1. Continue to build/strengthen relationships with state agencies, AAAs, and organizations across the state dealing with aging issues</b>			
A.* Information collected from Liaison surveys and discussions (survey conducted May and June 2014) used to help develop Ad Hoc Committee's recommendations to GACA Action: completed	Ad Hoc Committee		Sept. 2014 GACA Meeting
B. Show importance of Liaisons at all meetings; always ask how GACA can partner/support/help >Ask for specifics and identify whether GACA has ability to partner/support/help with no funding >Liaisons please come with one-page bullets/summary Action: GACA meeting agenda includes opportunity for liaisons to offer ideas on partnership, support	All	ongoing  ongoing	Starting January 2015
C. Maintain open, two-way channels of communication > Continue efforts to build two-way communication (e.g., email reminders sent from GACA Chair of ongoing importance of Liaison input and ideas) >Feedback to Liaisons is ongoing Action: Email message to Liaisons includes reminder ahead of GACA meetings	Chair	ongoing  ongoing	
D. GACA Members continue to attend aging-related agency meetings/events throughout the state (when invited or when meeting is public), and share updates with full council >Continue agenda item regarding GACA members sharing of updates Action: All GACA agendas explicitly set aside meeting time for updates and members are encouraged to share.	All	ongoing	
E. Reemphasize on-going invitation to Governor's staff to attend GACA meetings and GACA Chair joins Executive Director at scheduled meetings with Policy Advisor ahead of GACA meetings >Enhance effort/strong effort Action: 2015 schedule of meetings provided; meetings held ahead of March, May, & July meetings	Chair	ongoing	
F. GACA Chair sends letter to Governor's staff outlining importance of Executive Director's inclusion in aging related meetings including Arizona Association of Area Agencies on Aging >Letter - formalize (the invitation) Action: Letter provided 7/2/15	Chair	TBD	7/2/2015
G. Conduct stakeholder survey (via Survey Monkey online tool and personal conversations) at least annually to gather feedback for GACA priorities and help measure effectiveness of efforts Action: Stakeholder survey distributed	Staff	annually	Drafted 6/19/15  Sent 8/3/15
H. Support/participate in state agency programs/initiatives and activities >Agenda item and action response Action:	All	ongoing	

Measure #2 green = completed; red = action; blue = ongoing efforts		Responsible Party	Target Date	Actual Date
<b>2. Fully Engage all GACA Members</b>				
B.	Approved GACA Member Background Wish List developed, approved then shared with Boards & Commissions in September 2014 <b>Action:</b> List provided to new Director of Boards & Commissions 1/2015			Completed 9/2014
A.	Use information gleaned from Member Survey in June 2014 to improve participation of Council Members > Utilize information collected from GACA members to make committee and work assignments  >More social opportunities - optional coffee/breakfast/after or before meeting <b>Action:</b> Social time held prior to 5/8 meetings <b>Action:</b> GACA member engagement survey conducted 7/23/15;	Chair  Chair & Staff  Vice Chair & Staff	Prior to January 2015 Exec Mtg.	Completed  Held 5/8/2015  9 of 15 responded as of 9.8.15
C.	GACA Chair and Executive Director continue introductions, sharing of information, and conversations with new appointees as soon as possible following appointment to discuss expectations and confirm commitment to serve on this working council  >Continue orientation with expectations (for GACA members) <b>Action:</b> 1:1 orientation held with new Member 5/8/2015	Chair/ED	By 12/15/14	ongoing
D.	Formal Orientation sessions will be regularly scheduled and conducted for new members and invitation issued to all GACA members; orientation must be attended by new members no later than by their third scheduled full-council meeting (the sooner the better)  <b>Action:</b> formal orientation session conducted by Council Chair prior to 3rd scheduled GACA meeting	Chair/ED	Prior to January Mtg. subject to transition requirements	ongoing
E.	Regarding each member's participation in GACA Committees:			Approved 7/10/2015

Measure #2 green = completed; red = action; blue = ongoing efforts		Responsible Party	Target Date	Actual Date
<p>1) Amend GACA By-Laws to include the following requirements of all GACA Members:</p> <p>&gt;Make good use of Council members' time "no meeting to meet"</p> <p>a) Must serve as an active member of at least one GACA Committee (multiple committees are encouraged)</p> <p>b) Must arrive prepared, and actively participate and contribute to designated GACA Committees, including any work assigned between meetings</p> <p>2) GACA Chair shall recommend action if members are not regularly attending or participating in Council Committee meetings</p> <p>Action: By-Laws Ad Hoc Committee presented proposed amendments at 5/8/15 GACA meeting; copy posted to GACA website for 30+ period. Council voted to approve 7/10/2015</p>		George Evanoff	By 12/15/14	Ad Hoc reviewed and proposed amendments; reviewed by GACA 5/8/2015; posted for 30+ days following May mtg.
	All		ongoing	By-Laws now include
	All		ongoing	
	Chair		ongoing	Approved By-Laws amendment 7/10/2015 Approved 7/10/2015
F. Encourage members to attend other aging-related meetings and events, especially in their part of the state, and report back to GACA any pertinent news of interest and best practices	All		ongoing	
	Staff		ongoing	Ongoing agenda item

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<p>G. GACA members refer to website to ensure they are kept up-to-date when required to miss meetings</p> <p>&gt; GACA Chair to include reminders to members that they are responsible to refer to website (talk to staff) to ensure they are up-to-date when missing meetings</p> <p>&gt;Staff enhance posting on website, as able</p> <p>&gt;Idea: expand calendar posting/GACA portal - N/A due to website reconstruction</p> <p>Action:</p>	<p>All</p> <p>Chair/Staff assistance</p>	<p>ongoing</p> <p>ongoing</p> <p>N/A</p>	<p>website transition beginning 1/2015</p>

Measure #3	Responsible Party	Target Date	Actual Date
<b>3. Modify Committee Structure and Processes</b> green = completed; red = action; blue = ongoing efforts			
<p>B&amp;C Committee structure for 2015 reviewed and approved at September 12, 2014 GACA meeting; subcommittees to be determined</p> <p>Action: Subcommittees determined ahead of 1.9.2015 meeting</p>			<p>Completed Established ahead of 1.9.2015</p>
<p>A. Change by-laws, materials and descriptions, &amp; website to allow for flexibility in number, name, and purpose of committees</p> <p>(amendments to by-laws) in process (note: requires 30 days written notice)</p> <p>Action: Council Chair appointed Ad Hoc Committee that reviewed proposed amendments and made recommendations shared with GACA at 5/8/15 meeting. Amendments posted following 5/8 GACA meeting</p>	<p>Exec. Committee reviews/Staff posts amendments</p> <p>Ad Hoc By-Laws formed &amp; conducted review</p>	<p>by 3/15/2014</p>	<p>Ad Hoc met 4/20/2015</p> <p>Reviewed at 5/8/2015 meeting; amendments approved 7/10/2015</p>
<p>B. GACA reviews Committee purpose and structure during annual planning each year and modification made as needed</p> <p>&gt; Goals &amp; objectives established with measurable outcomes and recognition of those helping committee meet goals</p> <p>Action: Objectives approved in AICC; reviewed in LPCC on 5.8.2015; distributed approved to AICC following 9.10.15 meeting</p>	<p>All</p> <p>Each Committee Chair</p>	<p>annually; (Nov.) January 2015 committee mtgs</p>	
<p>C. Proposed committee structure for 2015:</p> <p>1) Executive Committee [standing committee]</p> <p>2) Legislative and Policy Coordinating Committee (LPCC) [working committee] - Meets monthly during legislative planning and legislative sessions as needed, leads greatly enhanced advocacy efforts, works closely with Staff to research, track and quickly address proposed legislation, staff provides in-depth analyses after reach session to GACA for development of on-going legislative priorities</p> <p>Action: Legislative Tracking subcommittee met monthly during session (January - April 2015)</p> <p>&gt; Committee meetings offered call-in option when meeting between Council meetings</p> <p>Action: Call-in option offered for subcommittees</p> <p>&gt;LPCC focuses on Senior Action Day, Legislation</p> <p>3) Aging in Community (AIC) [working committee] - to include Alzheimer's, workforce and transportation issues; meets bimonthly or scheduled to coincide with GACA meetings</p>			<p>Completed</p> <p>Completed</p>

Measure #3	Responsible Party	Target Date	Actual Date
<p>a) Alzheimer's Subcommittee [standing subcommittee - to adhere to statutory mandate for GACA] <b>Goal:</b> At the Alzheimer's subcommittee on May 8, 2015, participants agreed to assist with the dissemination of information for the Arizona Alzheimer's Consortium event on June 12, 2015. <b>Outcome:</b> from the reports received, 88 individuals were sent the information about the event via email by 3 members.</p> <p>b) Transportation Issues Subcommittee - Other subcommittees may be formed by AIC as needed</p> <p>4) Other committees would be formed by the Executive Committee as Special or Ad Hoc Committees or Task Force such as research for standing committees related to best practices or as special committee.</p> <p>&gt; Housing topic; help committee members with change <b>Action:</b> Alzheimer's Subcommittee met during AICC in March, May, July; 8.7.15 &amp; 8.12.15; Transportation Subcommittee has met during AICC in March, May, July and 2.23.15</p>			ongoing
<p>D. Hold all Council and Committee meetings on same day, e.g., all on Fridays</p> <p>1) Better use of time by staff, liaison and members * Proposed timing: 8:30 a.m. Legislative and Policy Coordinating Committee (LPCC) 10:15 a.m. Aging in Community Committee (AICC) 12:00 p.m. Executive Committee (other GACA Members have lunch break) 1:00 p.m. Full GACA meeting</p> <p>&gt; Keep flexibility in scheduling (to help GACA achieve required quorum) &gt; Save the date information to committees with new times/focus <b>Action:</b> Meeting times adjusted to current schedule (above) following input from members 1.9.2015</p>	Chair/Staff	by 11/30/14	Completed Completed
<p>E. Improve how committees operate and their effectiveness</p> <p>1) Update and clearly outline mission and goals; review at beginning of each meeting</p> <p>2) <b>Orientation of Committee Chair; avoid duplication of information, effort &amp; reporting; remind of minute posting on website</b></p> <p>&gt; Training provided for all Committee Chairs, including tip sheet on conducting meetings</p> <p>&gt; Annual orientation for all Committee and Subcommittee Chairs conducted prior to (sub)committee's first meeting of the year</p> <p>3) Develop well-defined responsibilities for members, liaisons and staff</p> <p>a) Each member will come to meetings fully prepared and expected to actively participate b) When appropriate, homework (work to be completed between meetings) is assigned &gt; Committee Chair delegates tasks</p> <p>4) Share best practices on a regular basis - national, statewide, regional, etc. &gt; Best practices are researched and used for committee projects and shared with full Council</p>	<p>Committee Chairs</p> <p>Chair Lisa O'Neill/ (Melinda Preston)</p> <p>Lisa O'Neill/ Melinda Preston All Committee Chair</p> <p>All</p>	<p>ongoing</p> <p>by 01/31/15; as needed</p> <p>TBD</p> <p>TBD ongoing ongoing</p> <p>ongoing</p>	<p>ongoing Completed Orientation &amp; training 1.8.15 Provided 1.8.15 Completed 1.8.15 ongoing</p>

Measure #3	Responsible Party	Target Date	Actual Date
5) create measurable outcomes for each committee and use timelines to keep on track > Staff provides a dashboard at each meeting to help track progress and deadlines	Committee Chair	ongoing	starting 7.10.15
6) When possible, schedule time for networking	Committee Chair	ongoing	
7) Stick to agendas and timelines; GACA members guide Open Meeting Law adherence	Committee Chair	ongoing	
8) Tip sheet created by GACA Chair (Lisa O'Neill) and ED on how to conduct a meeting		by 1st Chair orientation	Included in training for all on 1.8.15
9) Each committee maintains active, ongoing research efforts, as a standing agenda item and/or subcommittee, to research and share relevant publications, laws and programs > Establish committee goals and objectives with measurable outcomes; review during each meeting	Chair/ED/Lisa O'Neill		
Action: Objectives for AICC approved 5.8.2015; LPCC reviewed 5.8.2015	All	ongoing	completed



Measure #4	Responsible Party	Target Date	Actual Date
<b>4. Increase awareness of GACA throughout the state</b> green = completed; red = action; blue = ongoing efforts			
E. Ad Hoc Committee carefully considered data from 2013 Senior Action Days when developing recommendations  Action: Ad Hoc used input from 2013 Senior Action Days	Ad Hoc Committee		Completed Nov. 2014 annual planning
A. Develop a consistent message and branding for GACA >Executive Committee recommends PR group (Ad Hoc/Task Force) > Create and begin to implement an approved formal Public Relations Plan by Ad Hoc Committee or Task Force  Action: Marketing Ad Hoc Committee formed; met 9.8.2015	Volunteers: Doyle Meredith, Teresa Lopez, Trudy Schuett, Allison Perrin/TBD	5/15/2015	Pending  Kick off 9/8/15
B. Obtain promotional items (e.g., buttons, notepads) Action:			Pending
C. Develop one concise "elevator speech" which staff and members use frequently >Ideas of palm card, tent business card with all information - elevator speech, website, priorities, contact information, mission and purpose > Include media/social media in PR Plan > Issue press release when appointments made Action: Press release - N/A not done with Councils & Commissions per Boards & Commissions			Pending Pending  Pending N/A
D. Offer a speakers' bureau made up of members and staff (as able) and offer programs to constituent groups statewide Action:			Pending
E. Enhance outreach through Senior Action Days  1) Work to increase attendance by constituents, legislators and government officials as well as aging service providers and advocates 2) Actively share data gathered 3) Use data gathered to form GACA Committee goals and establish timelines  4) Include former GACA members/liaisons, committee members (alumni) >Governor announces Senior Action Days; Governor's proclamation & local proclamations >Policy Advisor attends Senior Action Days >Partner with DAAS State Plan on Aging forums for Senior Action Day PR Action:			Efforts underway  Fall 2015 Nov 2015 Planning Meeting
F. Make concrete plans for reinstituting a biennial Governor's Conference on Aging sponsored by GACA Action:			
G. Create a formal Public Relations Plan by Special or Ad Hoc Committee Action: Marketing Ad Hoc Committee formed; met 9.8.2015			Kick off 9/8/15

Measure #5	Responsible Party	Target Date	Actual Date
<b>5. Conduct joint training and educational opportunities about aging issues in Arizona with other agencies and aging-related organizations around the state</b> green = completed; red = action; blue = ongoing efforts			
A. Requested liaisons and other stakeholders consider GACA for joint workshops, seminars, "mini" conferences (with eyes on bigger conference later) made at September 12, 2014 meeting and invited them to report on such possibilities during their report outs to GACA at November 6, 2014 meeting. Requests should be reiterated periodically.  >(Ideas of) Arizona Department of Health Services/ADHS conference on healthy aging; Maricopa Association of Governments/MAG Arizona Age-Friendly Communities conference (as potential partnerships)  <b>Action:</b>	Chair		Request part of Chair's message to Liaisons ahead of GACA meetings
B. Achieve full member involvement/engagement by helping arrange speakers, venues, publicity >Council members input in programs  <b>Action:</b>	All	ongoing	
C. Promote GACA purpose, mission, activities; PR Group  <b>Action:</b>	TBD	By 5/31/15	
D. Include former GACA members/liaisons/committee members (alumni)  <b>Action:</b>	All	ongoing	

Measure #6	Responsible Party	Target Date	Actual Date
<b>6. Organize an even-numbered year Summit of statewide aging officials and leaders, alternating with Senior Action Days during odd-numbered years</b> green = completed; red = action; blue = ongoing efforts			
A. Initial idea was shared at GACA's 2014 July and September meetings <i>Action:</i>			
B. Determine how GACA can collaborate to achieve their goals <i>Action:</i>	All	ongoing	
C. Include former GACA members/liaisons/committee members (alumni) <i>Action:</i>	All	ongoing	